

**AMERICAN STANDARD
CUSTOMER SATISFACTION SURVEY
SERVICE FEEDBACK
B and B Heating and Cooling - 5490**

Customer:	Doug K [REDACTED]	CSS Score:	100
Address:	[REDACTED]	Referral:	Definitely Would
Phone:	[REDACTED]	Submitted:	02/05/2009
Work Completed:	01/19/2009	Responded:	03/09/2009
Technician:	Bill Painter	Survey Ref#:	0002607739

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

Survey Results:

- | | |
|--|-----------------------------|
| 1. Was system working when you contacted contractor? | No |
| 2. How did you find the contractor? | Telephone Book/Yellow Pages |
| 3. Primary reason for selecting this contractor? | Other |

4. Would you recommend the contractor to your friends or family? **Definitely Would**

CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.

5. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	Very Satisfied	12.50
b. Prompt	Very Satisfied	12.50
c. Courteous and Friendly	Very Satisfied	12.50
d. Took Time to Understand My Needs	Very Satisfied	12.50
e. Knowledgeable	Very Satisfied	12.50
f. Kept My Home Neat and Clean	Very Satisfied	12.50
g. Completed the Work in a Timely Manner	Very Satisfied	12.50
h. Answered Questions to My Satisfaction	Very Satisfied	12.50

Total Customer Satisfaction Survey Score:

100 *

- | | |
|--|-----------|
| 6. Do you have a Service or Maintenance Agreement? | No |
| 7. Were you offered a Service or Maintenance Agreement? | No Answer |
| 8. Please share any additional comments or describe in your own words your overall experience. | |

Customer comments:

Please see next page for comment

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Please share any additional comments or describe in your own words your overall experience.

We have a lake house and arrived on Friday & by night-time the heater was not working - it was a very cold night. We called the name on the control panel & he told us he would call the next day & was rude. We found your number in the yellow pages and were very pleased to be the service man, came within the hour! Although he did not have the part he identified the problem & was able to fix it Monday. We bought space heaters for the night. I would definitely call him again. The rude technician called the next day wanting the business but we told him we were taken care of!



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